Message

From:	Farej, Jim [james.farej@walgreens.com]
Sent:	10/3/2012 7:15:53 AM
To:	Market29DM [market29dm@walgreens.com]; Market29RXSupv [market29rxsupv@walgreens.com]
CC:	Anhorn, Tim [tim.anhorn@walgreens.com]; Diprimo, Domenic [domenic.diprimo@walgreens.com]
Subject:	FW: AP Catalog
Attachments:	RxSalesScriptCountActionPlanForm.docx; $ Customer AP.doc; Action Plan RX Shrink.doc; AP for FE Inventory.doc; Cigarette Sales Action Plan.doc; Cigarette Shrink Action Plan.doc; C-S Action Plan -editing.doc; Customer Service AP.doc; FE Sales action plan.doc; Front End Shrink Action Plan.doc; income action plan.doc; Payroll Action Plan.doc; Rx Inventory Action Plan.doc; RX Inventory Action Plan Form.doc; RxSalesScriptCountActionPlanForm.doc

Here are the plans and the assignments. Look them over and update. Please return by 9/12...
Steve please take FE Shrink
Angie please take RX sales/scripts

ACTION PLAN ASSIGNMENTS

Front End Sales	James Farej
Front End Shrink	Alef Gutierrez
Rx Sales / Scripts	Paul Zagami
Rx Shrink	Jim Burke
Cigarette Sales	James O'Malley
Cigarette Shrink	James O'Malley
Front End Inventory	Shruti Beauchamp
Rx Inventory	John Boyce
Payroll Control	Jim Banks
Customer Satisfaction	John McIlwraith
Income	James Farej

From: Banks, Jim
Sent: Wednesday, October 03, 2012 8:08 AM
To: Farej, Jim
Subject: AP Catalog

Jim Banks
District Manager
Philadelphia East
1452 Bethlehem Pike
Flourtown, PA 19031
215-836-0128 x227

Well at Walgreens is Within Reach!

WAGMDL01113327

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

Project Name:	Increase Rx Sales and Prescription Counts		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

Increase Rx Sales and Prescription Counts

2. Stakeholders of Project

	District Manager		**Store Manager**
	Pharmacy Supervisior		**Pharmacy Manager**
	Loss Prevention Supervisor		**Pharmacy Staff**
	Community Leader		**Operations Trainer**

3. Project Plan (Summary)

The following action plan will be put in place to improve pharmacy sales and prescription counts. The action items selected for your store were chosen after reviewing areas in the pharmacy and store that may need improvement and may be contributing to negatively trending prescription sales dollars and sold prescriptions.

The actions listed below were determined through a collaborative agreement with the Pharmacy Manager, Store Manager, Pharmacy Supervisor and District Manager. You will be responsible for pursuing improvements through these actions, as well as updating your plan with details on your progress, including names of people that helped resolve issues, dates of actions, and other steps that were taken to achieve a positive result.

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

	Decrease wait times Encourage patients to wait for Rxs (increased waiting push button) Improve quality (review sig code percent, STARS internal and external events daily)			
2	**Services** All pharmacists must be immunizers Shingles vaccine must be in every store Promote small business accounts to jails, Salvation Army, Catholic Charities, group homes, etc. Promote pharmacy holiday hours to hospitals, doctors, etc. Improve C2 business, Suboxone clinics MTM Promote Medicare Part B diabetic supplies Immunization and HIV Centers of Excellence Promote 340B program			

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

	No business turned away: 1-866-WAG-YESS Front end promotion of special events including blood glucose testing, A1C testing, blood pressure checks, and cholesterol testing Raise patient awareness of services, including FlavoRx, compounding, immunizations, Autofill, Express Pay, texting, touchtone refills, internet refills, Walgreens.com, etc. Encourage pharmacist certification in specialty disease states including HIV, diabetes, etc. Prescription Savings Club 90 day prescriptions			
3	**Internal Programs** RXM and MGR reviewing financials weekly/monthly In-stock condition/SMART Count compliance Increased number certified technicians			

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

Manager in the pharmacy training program Improve verified by promised time Designated hitter program (cross trained front end employees) Sig Code improvement Increased generic utilization DWB Promote receipt surveys for feedback and review responses weekly Create signage to promote Workers Comp, immunizations, insurance accepted, programs, etc. Ensure pharmacy is neat, clean and organized and using the Rx Bay Grading Program Maintain staff continuity Encourage collection of email addresses Fill and sell Decrease chargebacks by not selling timed out Rxs			

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

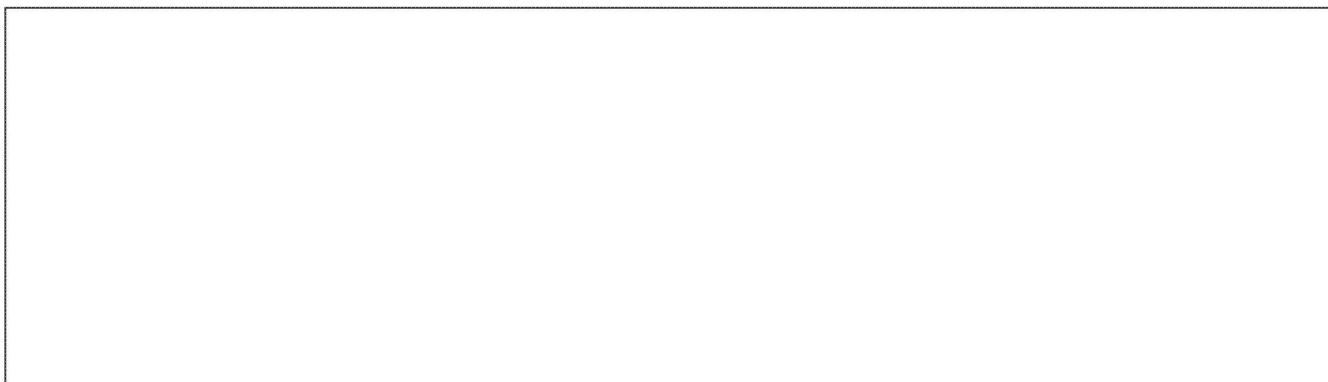|				
	that have not been verified by insurance company Work all exception queues all day Third Party sales – fill out form for plans not accepted			
4	**External Programs** Wellness bus Pharmacist involved in community events, brown bags, food drives, charitable events, etc. Workers Comp detailing Doctor detailing Compounding detailing Immunization detailing Nebulizer detailing Acquisitions and Buyouts – send letters and visit quarterly			
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Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

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Plan for Market # 29

Project Name:	Action Plan for Increasing $/Customer		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

Improvement plan to increase the $/Customer for the store, thereby increasing sales and profitability

2. Stakeholders of Project

X	Store Manager	X	EXA
X	MGT(s)	X	STL
X	Employees in the Store	X	CL

3. Project Plan (Summary)

1. Utilizing the technology and tools available to the store, creating a plan to increase average sale per customer.

2. Plan will involve evaluation of merchandising, in-stock condition and education of the entire staff.

3. KPI Metrics and Report Manangement will be reviewed to determine succes of the Program

Plan for Market # 29

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4. Action Items from plan

#	Action	Assigned To	Due Date	Status	Measure
1	MGR will re-train all members in the store on the correct procedure for PLP Maintenance	MGR	March 18, 2011		Recap to the AD-Min
2	All locations in the store will be correctly updated with PLP	EXA/MGT/STL	March 31,2011		PLP Report in the AS400
3	Marketing Guide will be reviewed each Month for profitable displays and traffic driver items	MGR/EXA/MGT	On going		
4	Each Wednesday, the MGR will review the PLP sales performance report and determine if items on display are in the correct locations driving sales	MGR	On going		PLP Report in the AS400
5	Once an item is determined as not selling, decisions to re-merchandise locations are made	MGR/EXA	On going		
6	Store will commit to the 5-3-2-2-2 Merchandising Plan set by the DM	MGR	On going		Follow Up via Recap and Supervision Checklist
7	Through 5 Minute Meetings, Employees will be communicated the importance of Suggestive Sell and Increasing the $/Customer in the store	MGR/ All Employees in the Store	March 31, 2011		5 Minute Notes Binder and Suggestive Sell KPI on StoreNet
8	A Suggestive Sell contest will be established in the store (as an example: each day an employee sell the Market or District Avg/10K, whichever is greater, there name gets entered into a drawing. At the end of the Suggestive Sell period, a name is drawn for a $25 gift card)	MGR	On going		

Plan for Market # 29

9	MGR reviews Suggestive Sell ranking daily and communicates results ot the employees through 5 Minute Meetings	MGR	On going		Suggestive Sell KPI
10	Store must improve Basic Department on hands through improved efforts in scan outs and pulling the stockroom	EXA/MGT/STL	On going		Weekly Inventory KPI
11	Store initiates a regular program to reduce roto ad outs: ordering daily from Cardinal and creating a plan for interstoring roto ad outs	MGR/EXA/MGT	On going		
12	Review the Roto Ad Outs and Basic Department KPI's with the Store Team	MGR/EXA/MGT/ STL	On going		Weekly Inventory KPI
13	Through assignment, insuring that MGRs Choice is filled daily	MGR/Front SVC	On going		Recognized during Supervision visits from CL and DM
14	When merchandising be sure to promote value where possible through multiple pricing and utilization of bullseyes	MGR/EXA/MGT	On going		Recognized during Supervision visits from CL and DM
15	Merchandise the basket builder items in "prime" locations: water pallet, effective use of the cartwell and the slatwall	MGR	On going		Recognized during Supervision visits from CL and DM
16	Review the Operating Statement monthly to monitor success of raising $/Customer	MGR/DM	On going		Operating Statement and Weekly Sales KPI
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Plan for Market # 29

Project Name:	Decrease RX Shrink		
Project Start Date:	02/1/2011	Project End Date	01/31/2012
Beginning Metric:		Ending Metric:	

1. Purpose of Project

Decrease Pharmacy Shrink %

2. Stakeholders of Project

X	District Manager		X	Store Managers
X	Pharmacy Supervisor		X	RX Managers
X	Loss Prevention		X	RX Staff
X	CLs		X	OPT

3. Project Plan (Summary)

Strategy	Measure	Assigned to	Frequency or Due date
Ensure Daily Deletes are completed and any issues are researched. Train staff not to delete any Ready RX unless Prescription in in Hand.	RX entered Not Sold below 1	RXM/MGR RXS	
RX Smart Count Completed to goal of 100%	KPI RX Smart Count	RX Staff	
Limit PFL/OOS by creating a store level buddy system to ensure instock items are not incorrectly OOS (training should stress questioning any oos/pfl of high moving product)	RX0076R1 report	RX Staff	
Every RX Price Modify reviewed by MGR. Including review of Intercom Plus to ensure all SDLs on file. Review of all other price modifies to follow RX return policy	Price Modify Report	Store Manager	
Use Price Modify Log in RX to ensure account of staff modifing prescriptions	Price Modify Report	RXM	
Ensure all defective RX merchandise is reported to manufacture looking for product replacement as approprate.	Price Modify Report	RXM	
Ensure all Receipts posted daily	Daily review of receipts using F16 in SIMS	RXM/MGR	
Ensure Claims are posted within 24 hours of creation.	Daily review of claims in SIMS	RXM/MGR	
Review of vendor claims to ensure 100% credit applied for items returned	100% credit on Ledgers	Store Manager	

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Plan for Market # 29

Review weekly the inventory Exception Report by counting RX Neg Adj/Rcvd vs Sold report for all items on report. Send LPS/RXS items that can not be explained.	Review reports for completion monthly.	Store Manager,
RXM counts and review LPRX report weekly and documents changes and files in supervision binder. Emailing LPS and RXS and issue not fixed by onhand change or review of 52 Week movement.	LPRX score	RXM
RXM counts 3 -4 HRP weekly as assigned by LPS documenting changes/counts	Review of dcoumentation	RXM
Ensure Bays are graded weekly and quarterly expired drugs pulled, bays mylared/cleaned/alphabetical	RX grade of 5	RXM/MGR/RX Staff
Count Monthly Generic Jobber Buy (with focus on why purchased ISN, linking issue, location, poor oos/pfl, poor sell thru on generic manufacture changes)	Generic jobber buy KPI	RXM/MGR/RX Staff
Monitor fridge for high value injections that will not get credit on return and work to move to stores that have movement before the expire.	Interstore credit from Operating statements	RXM/RX staff
Follow all LP procedures in RX (No jackets/purses/bags) No personal items in rx. Only Rph has key for control cabinets	Review to ensure procedures are in place on store visits	RXM/LPS/DM/OPT/MGR/CL/RXM
Review time out procedures with all RX staff. Notify RXS and LPS if store is down for more then 60 minutes.	Completion of review	RXM/RXS
Review waste medication procedures in place to ensure in complaince	Completeion of review	RXM/RXS
Reduce amount of tablets to lowest possbile amount for emergency supplies and PFL and TPR issues to limit loss if pt does not return	Review of PFL/OOS/MSC ques on store vistis	RXM/RXS
RX vendors and Drop ship items MUST be checked in	Review of invoices	RXM/MGR
MGR to review RX interstores (claims and recipts) for accuracy (1 tab instead of 1 bottle billed)	Review of claim/receipts	MGR
RX receiving to be put away in 4 hours (schedule for it) once truck arrives make sure nothing in warehouse if OOS/PFL.	Review of exception queues & inventory changes on sims rx inventory changes	RXM
Monitor RX Profitability on RX Management for Reimbursement issues (not true shrink – loss of GP) Report issues to RXS	Review of Report	RXM
Count Excessive Inventory Report monthly. Count HRP list montly	KPI for Excess INV	RXM/RX Staff
Post and use RX Shrink Reduction checklist	Report posted worked	MGR/RXM

Plan for Market # 29

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FE Inventory Action Plan for Market #29

Project Name:	FE Inventory Action Plan		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

To develop an action plan to help you get your FE Inventory to the goal that has been established for your store to help increase sales and profit.

2. Stakeholders of Project

	Store Manager		District Manager
	STL		Loss Prevention Supervisor
	All Members of Mgt		
	Operations Trainer		

3. Project Plan (Summary)

The following action plan will be put in place to improve FE Inventory which includes SS and Cigarettes. The action items selected for your store were chosen after reviewing areas in the store that may need improvement on reducing FE Inventory.

The actions listed below were determined through a collaborative agreement Store Manager and District Manager. You will be responsible for pursuing improvements through these actions, as well as updating your plan with details on your progress, including names of people that helped resolve issues, dates of actions, and other steps that were taken to achieve a positive result.

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FE Inventory Action Plan for Market #29

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4. Action Items from plan

#	Action	Measures	Assigned to	Due Date	Status
1	Ensure Smart Counts are being completed correctly daily.	Meet goal of 85%	STL and MGMT	Every Day	
2	Ensure Scan Outs are completed weekly.	View report on AS/400	STL and MGMT	Weekly	
3	Resets and Revisions completed on time.	Checklist completed	RRC and MGMT	Weekly	
4	All merchandise needs to be scanned in from all Vendors.	Buycard and AS/400	STL and MGMT	Daily	
5	Pull ones and twos from stockroom day before warehouse truck or the morning of, put in totes and include it with the warehouse.	SM Ensures this is completed	SM	Weekly	
6	Community Stores pull loose pieces from a different store every week.	Check Claims in AS/400	SM	Weekly	
7	Community stores balance excess inventory from different store every week.	Check Claims in AS/400	SM	Weekly	
8	Check on hands of all displayers that come in on warehouse to ensure on hands have updated.	Review warehouse order	STL and MGMT	Weekly	
9	Stockrooms need to be pulled and bays graded every week.	Stockroom Grading Sheets	SM	Weekly	
10	All one time buys, displayers and non basic need to be out on the floor as soon as it comes through the door.	SM Checks day after receiving warehouse	SM and EXA	Weekly	
11	Teach all members of management the door to floor concept.	Monitor stockroom merchandise	MGMT	Daily	

FE Inventory Action Plan for Market #29

12	Group Sheets and Ad Bulletins worked weekly and thoroughly.	Check AS/400	SM and DM	Weekly	
13	Work Seasonal Group Sheets as a community to balance certain items to several stores to help reduce inventories on season items.	Mentor Mgt meetings	SM and DM	Weekly	
14	Use Time Phased reports during each sesaon to mark down items that are not selling well or will not be in upcoming ads to reduce carry over.	Time Phase Reports	SM and DM	Every Season	
15	Follow corporate mark down program to sell through on product before the reset/revison comes down.	Weekly Mark Down program in AS/400	STL and MGMT	Weekly	
16	Follow corporate mark down on seasonal merchandise to reduce carry over.	During Store Visits	SM and DM	After every Season	
17	Work the SAGP on the Hgh Risk Products.	LPD	SM, STL, DM and LPS	Weekly	
18	Work the Excess Inventory Report weekly to ensure on hands are correct.	KPI	STL and SM	Weekly	
19	Cigarettes-periodic count completed twice a month.	Check AS/400	SM and MGMT	Bi-monthly	
20	Cigarettes-review order from distributor every week.	Check AS/400 for order and what is received	SM and MGMT	Weekly.	
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Plan for Market # 29

Project Name:	Increase Cigarette Sales		
Project Start Date:	02/01/2011	Project End Date	8/31/2011
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

To take a proactive approach towards increasing cigarette sales to meet district/Market average

2. Stakeholders of Project

x	Store Manager	X	CL MGR
X	Cigarette SWIS EXA/MGT	X	District Manager
X	Store Staff		
X	OPT		

3. Project Plan (Summary)

The following action plan will be put in place to improve cigatette sales. The action items selected for your store were chosen after reviewing reports and monitoring your sales trends. The following actions will need to be implemented and monitored to help improve your cigarette sales..

You will be responsible for pursuing improvements through these actions, as well as updating your plan with details on your progress, including names of people that helped resolve issues, dates of actions, and other steps that were taken to achieve a positive result.

Plan for Market # 29

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4. Action Items from plan

#	Action	Assigned to	Measures	Status
1	**Basic Maintenance:** Print and clear the store's sub retail report of any cigarette entries. Continue to do this each and every month.		Report available in the AS 400	
2	Print cigarette planogram and make sure you are set correctly.		Storenet>Sell>BDM	
3	Face cigarette department every day to mylar.		Daily Tasks	
4	Cover proper cigarette sale scanning procedures in 5 minute meetings and make sure all issues (not on file, incorrect retails, etc) are corrected in a timely manner.		5 Minute Meeting Checklist Recap discussion during meeting	
5	Ensure price changes are done daily.		Excellent Scorecard	
6	**Sales:** Ensure timely printing and posting of all cigarette Megasaver signs the day they are available.		Corporate sign batches Ad Bulletin in AS 400	
7	Shop competition bi-weekly to insure you have competitive retails in place.		Contact DM and RPM if there is a difference	
8	Trust the system, but forecast ahead on the top brands for busy seasonal/special events taking place at your store (SIMS does not always forecast these).		Sims Procedures	
9	Fill all cigarette outs daily on each shift.		Assign someone…give them ownership	

Plan for Market # 29

10	Print the store's suggested order and use it to match up to the actual delivery when you scan it in. React to any items substituted or shorted by vendor.		SIMS ordering procedures and reportrs in AS400	
11	Have all cashiers inform you of any brands customers are asking for that we do not carry. Get info from customer and inform them once you have stocked their brand.		Daily Communication	
12	Swap outs with buddy groups and or neighbor stores daily to insure the best instock possible.			
13	**Accurate Counts:** Periodic count the dept the day before order generation and post the count to insure proper ordering. The correct on hands are essential.		SIMS procedures	
14	Ensure any resets or revisions that come down for cigarettes are done as soon as they come down.		Storenet>Sell>BDM	
15	If your store keeps additional backstock of cigarettes in a secondary location, be sure this is pulled daily/multiple times per week. Don't forget to include these on all counts.		Daily tasks list developed for the person responsible for Cigarettes	
16	Ensure Smart Counts are being completed correctly every day and any cigarette items are not skipped.		Review Inventory KPIs	
17	Ensure Scan Outs are completed weekly and cigarette items are not skipped.		Review Inventory KPIs	
18	Ensure any and all open orders, counts, and receipts are posted daily.		Review Receiving in	
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Plan for Market # 29

Project Name:	Cigarette Shrink Action Plan			
Project Start Date:	2/01/2011		Project End Date	08/31/2011
Beginning Metric:	6 Month metric:		Ending Metric:	

1. Purpose of Project

2. Stakeholders of Project

x	Store Manager		X	CL Manager
X	Cigarette SWIS EXA/MGR		X	District Manager
X	Store Staff			
X	OPT			

3. Project Plan (Summary)

The following action plan will be put in place to reduce cigarette shrink. The action items selected were chosen after reviewing reports and monitoring your shrink trend. The following actions will need to be implemented and monitored to help improve your cigarette shrink.

  You will be responsible for pursuing improvements through these actions, as well as updating your plan with details and your progress, including names of employees that helped resolve issues, dates of actions, and any other steps that were taken to achieve a more positive result.

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Plan for Market # 29

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4. Action Items from plan

#	Action	Assigned to	Measures	Status
1	Print and clear the store's sub retail report of any cigarette entries. Continue to do this each and every month.		Review report in the AS400	
2	Face cigarette department every day to mylar.		Daily Tasks	
3	Cover proper cigarette sale scanning procedures in 5 minute meetings and make sure all issues (not on file, incorrect retails, etc) are corrected in a timely manner.		5 Minute Meeting Cheklist Recap discussions during meetings	
4	Ensure price changes are done daily.		Excellent Scorecard/AS400	
5	Ensure timely printing and posting of all cigarette Megasaver signs the day they are available. Make sure no old ones are up past the due date.		Signs Plus Corporate sign batches Ad Bulletin AS 400	
6	Print the store's suggested order and use it to match up to the actual delivery when you scan it in. React to any items substituted or shorted by vendor. Mgr only should be checking these in.		SIMS Procedures for ordering and checking on hands	
7	Periodic count the dept the day before order generation and post the count to insure proper ordering. The correct on hands are essential. If you regularly adjust an item negatively, it may be evidence of shrink.		SIMS Procedures for ordering and checking on hands	
8	If your store keeps additional backstock of cigarettes in a		Daily Tasks	

Plan for Market # 29

	secondary location, be sure this is pulled daily/multiple times per week and kept secure (locked up) at all times. Don't forget to include these on all counts.			
9	Ensure Smart Counts are being completed correctly every day and any cigarette items are not skipped.		Inventory KPIs	
10	Ensure Scan Outs are completed weekly and cigarette items are not skipped.		Inventory KPIs	
11	Ensure any and all open orders, counts, and receipts are posted daily.		Review Receiving in the AS 400	
12	Investigate all cigarette price modifies		Review Cash Reports	
13	Make sure camera is positioned on cigarette department, adjust or clean if necessary.		Utilize CC monitoring system	
14	Look for cigarette brands that are getting adjusted and count daily/weekly until shrink times are pinpointed. Watch security camera and alert LP BEFORE questioning parties involved.		Review Negative adjustments in the AS400 Use the Negatively Adjusted Items by Cost - Non-Rx (Cigarettes) Report. This report lists the top 50 cigarette items with a negatively-adjusted inventory balance, in order by adjusted dollars for the last 12 complete sales weeks. If the same item appears consistently on this report, it may be evidence of internal or external shrink. Utilize CC monitoring system	
15	Make sure EOM counts are accurate and double checked by the store Manager before entering. These must be complete during the specified times on the first day of every month.		Follow proper SIMS procedures and monthly cigarette inventory guidlines	
16	Perform Routine Bag Checks on all employees. Bag Checks should be done near the front door in view of the video camera.		Follow Shrink Control Policies	
17	Perform 2 Random Locker Checks per month. Always have a witness present, document findings and		Follow Shrink Control Policies Recap to DO	

Plan for Market # 29

	follow up with any issues.			
18	Ensure that every register has the $5 Receipts signs in their proper place and free from obstruction.		Review during daily store walk	
19	Ensure that floor cleaning crew and all service vendors are monitored while performing work in the store.		Follow Shrink Control Policies	
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Plan for Market # 29

SProject Name:	Increase Overall Customer Satisfaction	
Project Start Date:		Project End Date:
Beginning Metric:	6 Month Metric:	Ending Metric:

1. Purpose of Project

To increase customer service receipt score

2. Stakeholders of Project

x	DM, RXS, LPS	X	RXM, RPH
X	OPT	X	All RX Tech
X	CL, SM	X	SVC, HPS, PST
x	EXA, MGT, STL	X	SBA, BA

3. Project Plan (Summary)

The following action plan will be put in place to improve overall customer satisfaction. The action items selected for your store were chosen after reviewing areas in your store that require attention and improvement in order to positively effect your overall customer satisfaction.

Through a collaborative agreement with the District Manager, Pharmacy Supervisor, Loss Prevention Supervisor, and Operations Trainer the actions items listed in this document were chosen for your particular store's needs. You are responsible for pursuing these opportunities and improving your customer's experience and your employees' engagement. You are required to update your plan with your progress, which should include, dates of actions, names of employees involved, and any other steps that were taken to achieve the desired result.

Plan for Market # 29

4. Action Items from plan

#	Action	Assigned to	Due Date	Status	Measure
1	Re-introduction of the "Call Me" program to all store staff members	OPT, CL, SM			Store Sign Off Sheet
2	Follow up on stores visits to make sure "Call Me" program is being used	DM, OPT, RXS, LPS & CLs			Supervision Recap
3	Receipt survey results reviewed in 5 minute mtg once per week -Managers call out & praise compliments in front of group -use complaints (without names) as a training/teaching tool -Discuss how issue could have been handled differently for better results	SM			Store Sign Off Sheet
4	GOT service standard cards posted at each register for clerks to refer to	SM			Store Recap
5	Roll-out new corporate Customer Service Program	OPT	Q3		Store Recap
6	Monthly GOT service meetings	OPT/ CL			Store Sign Off Sheet
7	Customer Service Stars Program: -email customer complaints & praises weekly to stores -Certificates given praises	DAA	weekly		District Recap
8	Zero tolerance policy with regards to "poor employee attitude complaints". Said employees will be documented and re-assigned PPL training. -Manager will use customer service coaching card to develop these employees.	SM			
9	Mystery shop calls to store to ensure proper phone etiquette	DAA			District Recap
	Increased emphasis on				Red Zone %

Plan for Market # 29

10	cosmetics coverage to differentiate ourselves from our competition. This will be measured by red zone % and PMs per 10k.				
11	Minimize ad outs and basic outs. Check daily and use fill outs and vendor orders to cover any outs in the store.	SM, EXA, MGT, STL			Outs list and Rank
12	Ad Substitution tool is to be used if ad items are not in stock. Rain checks are to be kept to a minimum.	SM, EXA, MGT, STL			Ad Sub Report
13	Pharmacy wait times must be less than 15 minutes at all times of the day.	RXM, Rx Staff			Rx Wait KPI
14	Pharmacy verified by promised time should be no less than 90%	RXM, Rx Staff			Rx Verified by Promised Time KPI
15	Photo on time percentage should be no less than 90%	SM, EXA, HPS			Photo On Time %
16	Improvement of Pharmacy QA including review of sig code%, and STARS events	RXM, RPh			Sig Code %
17	Subject of customer service must be a topic of discussion at all 5 minute meetings. Supervision to monitor during visits.	SM, DM, LPS, OPT, RXS			Store Sign Off Sheet
18	LPS to work with staff to ensure the understanding of the "soft stop" policy and how Walgreens expects employees to deal with difficult situations	LPS			Employee Recap
19	Recognition of store's service stars winners through bulletin board flyers and overhead announcements	SM, DAA			Store Recap

Plan for Market # 29

SProject Name:	Increase Overall Customer Satisfaction		
Project Start Date:		Project End Date:	
Beginning Metric:	6 Month Metric:	Ending Metric:	

1. Purpose of Project

To increase customer service receipt score

2. Stakeholders of Project

x	DM, RXS, LPS	X	RXM, RPH
X	OPT	X	All RX Tech
X	CL, SM	X	SVC, HPS, PST
x	EXA, MGT, STL	X	SBA, BA

3. Project Plan (Summary)

The following action plan will be put in place to improve overall customer satisfaction. The action items selected for your store were chosen after reviewing areas in your store that require attention and improvement in order to positively effect your overall customer satisfaction.

Through a collaborative agreement with the District Manager, Pharmacy Supervisor, Loss Prevention Supervisor, and Operations Trainer the actions items listed in this document were chosen for your particular store's needs. You are responsible for pursuing these opportunities and improving your customer's experience and your employees' engagement. You are required to update your plan with your progress, which should include, dates of actions, names of employees involved, and any other steps that were taken to achieve the desired result.

Plan for Market # 29

#	Action	Assigned to	Due Date	Status
1	Re-introduction of the "Call Me" program to all store staff members	OPT, CL, SM		
2	Follow up on stores visits to make sure "Call Me" program is being used	DM, OPT, RXS, LPS & CLs		
3	Receipt survey results reviewed in 5 minute mtg once per week -Managers call out & praise compliments in front of group -use complaints (without names) as a training/teaching tool -Discuss how issue could have been handled differently for better results	SM		
4	GOT service standard cards posted at each register for clerks to refer to	SM		
5	Roll-out new corporate Customer Service Program	OPT	Q3	
6	Monthly GOT service meetings	OPT/ CL		
7	Customer Service Stars Program: -email customer complaints & praises weekly to stores -Certificates given praises	DAA	weekly	
8	Zero tolerance policy with regards to "poor employee attitude complaints". Said employees will be documented and re-assigned PPL training. -Manager will use customer service coaching card to develop these employees.	SM		
9	Mystery shop calls to store to ensure proper phone etiquette	DAA		
10	Increased emphasis on cosmetics coverage to			

4. Action Items from plan

Plan for Market # 29

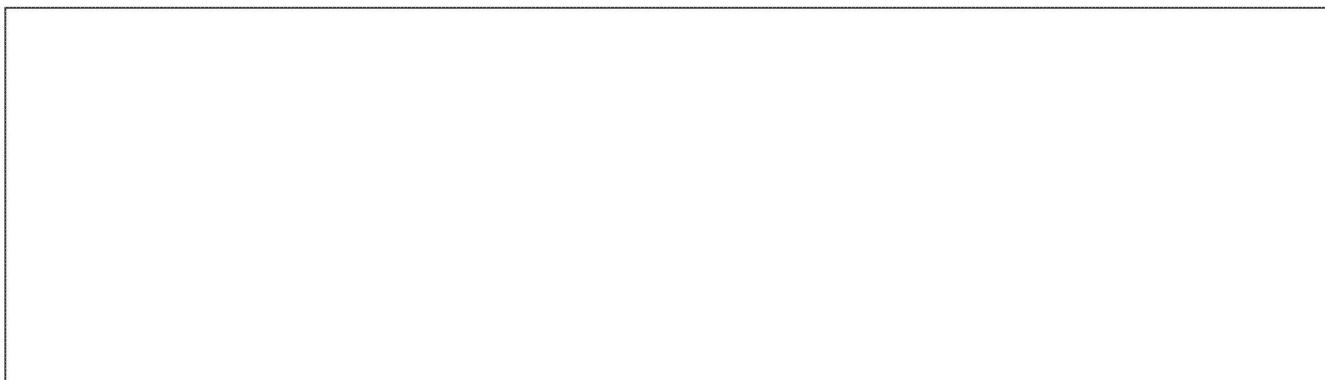|				
	differentiate ourselves from our competition. This will be measured by red zone % and PMs per 10k.			
11	Minimize ad outs and basic outs. Check daily and use fill outs and vendor orders to cover any outs in the store.	SM, EXA, MGT, STL		
12	Ad Substitution tool is to be used if ad items are not in stock. Rain checks are to be kept to a minimum.	SM, EXA, MGT, STL		
13	Pharmacy wait times must be less than 15 minutes at all times of the day.	RXM, Rx Staff		
14	Pharmacy verified by promised time should be no less than 90%	RXM, Rx Staff		
15	Photo on time percentage should be no less than 90%	SM, EXA, HPS		
16	Improvement of Pharmacy QA including review of sig code%, and STARS events	RXM, RPh		
17	Subject of customer service must be a topic of discussion at all 5 minute meetings. Supervision to monitor during visits.	SM, DM, LPS, OPT, RXS		
18	LPS to work with staff to ensure the understanding of the "soft stop" policy and how Walgreens expects employees to deal with difficult situations	LPS		
19	Recognition of store's service stars winners through bulletin board flyers and overhead announcements	SM, DAA		

WAGMDL01113355

Increase Front End Sales Action Plan for Market #29

Project Name:	Increase FE Sales		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

Increase FE sales by   %

2. Stakeholders of Project

	Store Manager		
	CL Manager		
	District Manager		
	OP Trainer		

3. Project Plan (Summary)

The following action plan will be put in place to improve FE sales The action items selected for your store were chosen after reviewing areas in the store that may need improvement and may be contributing to negatively trending FE sales.

The actions listed below were determined through a collaborative agreement Store Manager and District Manager. You will be responsible for pursuing improvements through these actions, as well as updating your plan with details on your progress, including names of people that helped resolve issues, dates of actions, and other steps that were taken to achieve a positive result.

Increase Front End Sales Action Plan for Market #29

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4. Action Items from plan

#	Action	Measures	Assigned To	Status
1	Reduce Basic Outs and Ad Outs to district goal • Swapping outs with stores in the community • Following SIMS procedures 100% • Working Group and AD Sheets • Placing daily Jobber orders • Working Pre Ad exception reports • In stock on seasonal roto item throughout the sale	Roto Ad out KPI Basic Out KPI Pre Ad Out KPI Ad Bulletin Smartcount KPI Group Sheets Fill Out Function		
2	Increase Suggestive Sell to above Market average • Follow the district's merchandising plan • Discuss during 5 minute meetings • Create excitement by setting goals and constantly talking about it • Established a suggestive sell contest in the store	5 Minute Meeting Checklist Suggestive Sell KPI		
3	Increase Photo Sales through upselling to district goal • Photo shoots/promotions • Daily call on the top 10 highest $ amount of unclaimed film orders in the bins to remind customers of their orders • Utilize the Photo website for training and promotions	Communicate district photo newsletter Use Photo website for sales ideas and general Photo information Review Photo KPIs and daily Sale Volume		

Increase Front End Sales Action Plan for Market #29

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		report		
4	**Cosmetics** • Improve Cos Red Zone and PMs per 10k to district goal • Need aggressive selling BAs • Increase Saturdate results • Utilize the Cosmentic website for training and promotions • Cosmetic counter merchandised for sales with Market program • Cosmetic promotion on Welcoming Table	Cosmetic Website Cosmetic KPIs daily and weekly reports Saturdate reports Productivity report from controller		
5	**SIMS Procedures** • Smart counts at 90% or better • Price Changes done daily •	Sims Reports Inventory KPIs Excellent Scorecard		

6	**Merchandising/Promotions**
	• Market 5-3-2-2-2 program in place
	• Ad Support
	   o Ad set and tagged pryor to ad break
	   o Ad tags on items in multiple locations.
	   o Ad Substitutuion function use in Telxon for ad outs
	   o Eliminate the use of Raincheck books.
	• Instore promotions and Demos
	• Vendor taste test samplings
	• Utilize district hot item list
	• IVC monthly display
	• Highlight Free items
	• Utilize Top 100 item reports under Storenet>Sell>Top 100
	• Snap signs up throughout the grocery and candy departments
	• Reset and Revision completed on time
	• Utilize the Promotional Merchadising tab under Storenet for programs such as;Wag Hotel Key Cards, Private Brand Displays, Readerboard Information, etc.
		Daily Volume Card
		Sales KPIs
		Suggestive Sell KPI
		Excellent Scorecard
		Cosmetic KPIs
		Photo KPIs
		PLM report
		Group Sheets
		Ad Bulletins
		13 Week Item Movement Report
		Function 47 on the registers
		Ad Out Item Lists		

Increase Front End Sales Action Plan for Market #29

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	Storenet>Sell>Promotional Merchandising • Duplicate mylars fill throughout the store • Hot Readerboard specials • Clipstrip program 100% • KVI signs in place • Ensure instock on Mega Saver and IVC merchandise • Marketing Guide will be reviewed eac Month for profitable displays and traffic driver items			
7	Visit competition weekly	Use Competition Checlist		
8	Monitor 5pt locations weekly • PLM 100% maintained • All End satand, sidepanels and tables Bullseyed • All endstands and side panel have a PIP item for an impluse sale. • Show savings on all signage • Multiple promtion pricing • Utilizations of all vendor displays • Merchandise to according to the weather • Utilization of all sign materials	Print PLM Reports from AS400 and Storenet Review Sins Plus for Corporate signs		
18	Store condition CNO • 5 minute meeting to discuss sales goals and results for previous day to improve employee engagement. • Departments assigned to team members to maintain and keep in stock • Management on sales floor • Walk store daily to look for sale opportunities • Coolers and freezer well stocked throughout the day for business. • Warehouse complete in less then 24 hours • Monitor Manager's Choice section daily	Review and follow up on daily walk notes Best practice for 5 minute meetings BDM		

WAGMDL01113359

Plan for Market # 29

Project Name:	Front End Shrink		
Project Start Date:		Project End Date	
Beginning Metric:		Ending Metric:	

1. Purpose of Project

To minimize or reduce your Front End Shrink.

2. Stakeholders of Project

X	Store Manager		X	Community Leaders
X	Executive Assistant Manager		X	Loss Prevention Supervisor
X	Manager Trainee		X	Operations Trainer
X	District Manager			

3. Project Plan (Summary)

The following action plan will be put in place to decrease your Front End Shrink which includes the entire Self Service and Cigarette departments. The action items selected were chosen after reviewing areas in the store that need immediate improvement.

The Store Manager will be ultimately responsible for the implementation of the Action Plan, regardless of whether the tasks are delegated out to other members of the store team or completed by him/her directly.   The Store Manager is also responsible for updating the plan with details on the progress, including names of employees that helped execute the plan, dates of actions, and other steps that were taken to achieve a positive result.

It is up to the Store Manager to read and understand how to properly execute each of the Action Plan steps outlined below and ask for explanation or clarification on any of the steps.   The District Manager, Loss Prevention Supervisor or Operations Trainer are available to answer and address any questions regarding this Action Plan.   The Store Manager should review the entire Action Plan within 24 hours of receiving it and soon after present any questions or concerns that he/she may have regarding its implementation.

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Plan for Market # 29

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4. Action Items from plan					
#	Action	Measure	Assigned to	Due Date	Status
1	Walk your store 3 feet by 3 feet daily. Inspect your sales floor, stockroom, bathrooms and all employee areas.	Review facing daily.		Ongoing	
2	Perform Routine Bag Checks on all employees. This includes purchases, book bags, lunch bags, etc. prior to employee exiting the store. Bag Checks should be done near the front door in view of the video camera.	Ask employees if they are being checked. Review CCTV.		Ongoing	
3	Assign a locker to every employee and insist that personal items be kept in their lockers.	Review Locker Check Master employee list.			
4	Perform 2 Random Locker Checks per month. Always have a witness present, document findings and follow up with any issues.	Locker Check Log updated.			
5	Ensure that the Yellow Employee Purchase Stickers are being utilized properly, this includes that they be filled out completely.	Visual inspection of breakroom fridge.		Ongoing	
6	Ensure that Green Expense Stickers are being utilized properly. This means that nothing is taken off the sales floor for expense without prior management approval and that they be filled out completely.	Visual inspection of porter's closet and sink cabinet in rx and breakroom.		Ongoing	
7	Ensure that the Back Door Seal Logs are being maintained properly and that only the Store Manager seals the back door daily prior to leaving the store for the day.	Visual inspection of updated Seal Logs.		Ongoing	
8	Ensure that the Trash Compactor Seal Log is being maintained properly and that the Store Manager attaches a seal daily prior to leaving the store for the day.	Visual inspection of updated Seal Logs.		Ongoing	
9	Ensure that the Seal Logs are being properly maintained on all emergency exits including the roof hatch.	Visual Inspection of updated Seal Logs.		Ongoing	
10	Ensure that every register has the $5 Receipts signs in their proper place and free from obstruction.	Visual Inspection of each Register.			
11	Use the appropriate sized clear bags for all the trash cans.	Visual Inspection of trash containers.			
12	Ensure that the Stockroom door remain secured and never propped open.	Visual check of Stockroom door.		Ongoing	

Plan for Market # 29

13	Ensure that the Receiving door(s) should never remain open and unattended. A manager or STL should be present while open.	Visual check of receiving door.		Ongoing	
14	Ensure that Receiving door(s) remain locked when not in use.	Visual check of receiving door.		Ongoing	
15	Ensure that the exterior compactor door and cart corral is padlocked.	Visual inspection of compactor.		Ongoing	
16	Ensure that all vendor merchandise is routinely scanned in.	Visual check of vendor processing.		Ongoing	
17	Carefully check outgoing vendor boxes and totes to ensure that they don't contain store merchandise.	Visual check of vendor processing.		Ongoing	
18	Ensure that floor cleaning crew and all service vendors are monitored while performing work in the store.	Visual check of service vendor processing.		Ongoing	
19	Review the Cash Report Daily for any training opportunities or LP issues such as (but not limited to) Cash Over/Short, Price Modifies, Hard Keys, Coupon Fraud or unusually high or low department or category sales such as Gift Cards.	Inspection of recent cash reports.		Ongoing	
20	Review the Electronic Journal and/or CCTV video for any suspicious activity uncovered on the cash report.	Review EJ and CCTV proficiency.		Ongoing	
21	Ensure that the proper 1506 procedures are being followed including daily scanning of 1506 product. Only Store Manager can perform the final disposal of 1506 product.	Inpsect 1506 storing area. Review AS400 claims.		Ongoing	
22	Follow the proper receiving procedure for cigarettes.	Review AS400 receipts.		Ongoing	
23	Complete a periodic count on the cigarette department twice monthly including the mandatory EOM cig count.	Review AS400 Inventory Adjustment Reports.		Ongoing	
24	Identify any at risk cigarette brands and count those individual brands frequently.	Review AS400 Inventory Adjustment Reports.		Ongoing	
25	Process receiving paperwork in a timely manner.	Review AS400 Receiving & Inspect Receiving bin.		Ongoing	
26	Carefully execute the Ledger Reconciliation process monthly and stay up to date on all Ledgers.	Sign on to Store Receiving Record.		Ongoing	
27	Periodically audit Call-Ins to ensure that they are being performed correctly.	Review AS400 Claims		Ongoing	
28	Use Shrink Dashboard under "Employee" category to identify any store employees	Review Action taken with exception		Ongoing	

Plan for Market # 29

	that may need additonal training or monitoring	employees.			
29	Store Manager and/or EXA should conduct random unannounced evening or overnight checks periodically.	Ask employees if Mgmt performs unscheduled night checks.		Ongoing	
30	Ensure that warehouse totes are completely empty before sending back to the warehouse.	Visually inspect.		Ongoing	
31	Ensure that completed employee photo orders are locked up in office safe until purchased.	Inspect safe and photo bins.		Ongoing	
32	Utilize Picture Care Plus reports to identify any missing photo envelopes.	Review Picture Care Plus reports.		Ongoing	
33	Ensure that all of the Physical Inventory Preparation Procedures are followed and executed prior, during and after inventory day.	Audit Inventory preparation process.			
34	Initiate and Execute the 5 Foot Rule. Always greet a customer that is within 5 feet of an employee.	Visually check for compliance.		Ongoing	
35	Ensure that the Red Zone is being actively covered at all times. That means that BAs are to approach and engage every customer that steps foot into the red zone without exception.	Visually check for compliance.		Ongoing	
36	Monitor and react to your SAGP KPI weekly.	Review SAGP exceptions.		Ongoing	
37	Use Shrink Dashboard under "Products" category to identify any items that may need HRP protection.	Review LP Dashboard		Ongoing	
38	Test the EAS Gates every morning and log the results. Open repair tickets as needed.	Review EAS logs.		Ongoing	
39	Use EAS Tags on high ticket non- source tagged items.	Visually inspect for stickers.		Ongoing	
40	Use Branding Labels on any OTC items and baby formula with high negatively adjusted on-hands.	Visually Inspect for stickers.		Ongoing	
41	Conduct daily 5 Minute Meetings to reinforce Customer Service as the best tool to reduce shoplifting.	Review 5 Minute meeting binder.		Ongoing	
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Plan for Market # 29

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Plan for Market # 29

Project Name:	Action Plan for Income		
Project Start Date:	Feb 2011	Project End Date	Ongoing
Beginning Metric:	6 Month metric: IBCC	Ending Metric:	IBCC

1. Purpose of Project

Improve Income Before Carrying Charges

2. Stakeholders of Project

	District Managers		**Operations Trainers**
	Pharmacy Supervisors		**Loss Prevention Supervisor**
	Store Managers		
	Pharmacy Managers		

3. Project Plan (Summary)

1. Decrease Direct Expense
   a. Focus on expense items that are controllable and tailor to fit specific store needs
   b. Implement training to establish programs for ongoing expense control utilizing OPT (i.e. chargeback training)
2. Increase Scan Gross
   a. Develop store specific plans to increase sales on items with high gross profit %
   b. Promote high gross profit departments (photo, cosmetics, Hallmark)

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Plan for Market # 29

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4. Action Items from plan

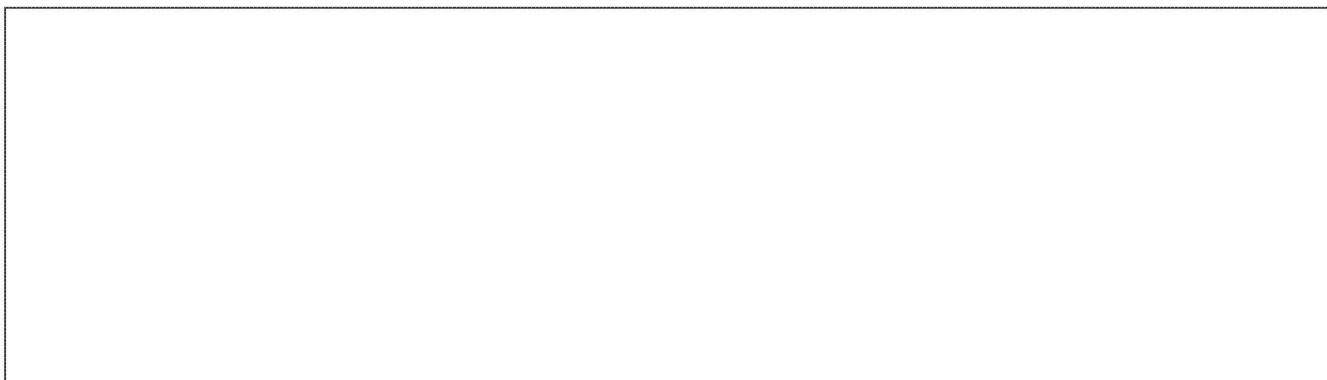| #	Action	Measures	Assigned to	Due Date	Status
1	Improve Cash Handling	• Review cash report daily and hold staff accountable for errors • Talk about cash handling during 5 minute meeting	MGR	ongoing	
2	Improve Cash Expense • Enter cash purchases correctly • Store expense items per policy using the correct functions	• Any expense over $20 needs DM approval • Review payouts daily	MGR	ongoing	
3	Improve Third Party Chargeback prevention and resolution – initiate/followup on SPTC/RPH training program	• Track chargebacks and collections monthly via OPT spreadsheet – target/train stores with high chargebacks and low collections	RXM/OPT	quarterly	
4	Monitor Supply Expense • Create ordering scheduled/assignments for designated employee • Review order on order generation day • Balance supplies throughout district if needed. • Get return authorization for ordering mistakes.	• Perform inventory management on all supplies to verify correct onhands • Tracks returns on operating statement- every month with salvage and overstock returns	MGR/RXM	Quarterly inventory Monthly operating statement tracking	
5	Re-evaluate need for guards/extra security services	• Monitor security charges on monthly operating statement	DM/MGR	Monthly	
6	Monitor DTR maintenance charges check for unreturned DTR merchandise (phones, scanners, computer parts and other equipment)	• Monitor maintenance charges monthly on operating statement	MGR/RXM	Monthly	
7	Promote and improve sales in high gross departments • Photo- Upselling • Cosmetics- coverage, improving	• Weekly KPIs for photo and cosmetics • Monitor Hallmark inventory • Weekly KPIs for	MGR	Weekly	

Plan for Market # 29

	Red Zone and PMs per 10k • Hallmark- minimal outs in the department, bag to go, and ballons • Basic department instock conditions	outs			
8	Promote merchandise on endstands, tables and side panels with high gross items	• Monitor on supervision visits	MGR	Monthly	
9	Re-evaluate everyday expenses • floor cleaning • parking lot cleaning • Window and bathroom cleaning • Landscaping • Turn off unecessary lights	• Check expense monthly and submit to admin	DM/MGR	Monthly	
10	Promote pharmacy specialty services with high gross – compounding, immunizations, HIV COEs	• Monthly detailing recap for specialty servies • Quarterly requirement for community outreach for HIV COEs	PS/MGR/RXM	Monthly/Quarterly	
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Plan for Market # 29

Project Name:	Action Plan for Payroll Control		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

To put measures in place to run to budget and reduce/control payroll spend

2. Stakeholders of Project

X	District Manager		X	Pharmacy Supervisor
X	Administrative Assistant		X	Store Manager
X	Pharmacy Manager			

3. Project Plan (Summary)

1. Review, Monitor and Adjust payroll budgets on a as needed (or quarterly) basis

2. Create steps to insure that budgets are maintained at Store level.

3. Review accountability metrics (payroll KPI's and Operating Statements) for accuracy, on a regular basis

4. Reduce unwanted B-Pay and Non-Rph OT

5. Create a disciplinary procdure for failing to maintain budgets

Plan for Market # 29

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4. Action Items from plan

#	Action	Assigned to	Due Date	Status	Measure
1	Review quarterly budgets and make adjustments as needed	DM/RXS	On going		Budget Report from Results
2	Once approved, communicate budgets to the MGR and RXM	DM/RXS	On going		Meeting / Email
3	Store must run to budget	MGR/RXM	On going		Weekly Payroll KPI
4	MGR verifies that the schedule is created, to budget, and posted to budget 3 weeks out	MGR	On going		Weekly Payroll KPI
5	MGR copies the posted schedule into an email and sends it to the ad-min by Friday 3:00 each week	MGR	On going		District Recap
6	Ad-Min tracks all AP "schedule emails" for the DM and the RXS	Ad-Min	On going		Recap / Email
7	MGR prints the Market Schedule 2 weeks out and identifies any extra RPH shifts assigned to his/her store	MGR	On going		
8	In the event extra shifts are scheduled. MGR communicates with the MS to remove extra shifts	MGR/MS	On going		
9	5 Minute Meetings to store staff communicating the necessity for lunches to be taken	MGR	March 31, 2011		5 Minute Meeting Tracking Form
10	Mid Week OT report is printed Tues, Wed, Thur and Fri each week to verify no unathorized OT is occurring	MGR	On going		Mid Week OT Report from Time and Attendance
11	Mid Week Team report is created to verify that the budget is being adhered to	MGR	On going		TEAM report from Time and Attendance

Plan for Market # 29

12	Payroll KPI is reviewed and outliers are emailed to ad-min every Monday by 11:00 am	MGR	On going		Weekly Payroll KPI
13	Ad-Min recaps to the DM and RXS payroll outliers and responses	Ad-Min	On going		District Recap
14	All OT is approved by the DM only	MGR/DM	On going		
15	All B-Pay is approved by the DM or RXS only	MGR/RXM/DM/RXS	On going		
16	DM reviews the MGT OT report every two weeks	DM	On going		MGT OT Report sent by Results
17	DM assigns disciplinary process, if necessary, for all unauthorized MGT OT	DM/MGR	On going		
18	MGR performs disciplinary steps on MGT where directed	MGR/MGT	On going		Disciplinary Write-Up
19	DM and RXS follow up with disciplinary procedures for MGR and RXM that fail to consistently stay at/under budget	DM/RXS	On going		Disciplinary is sent to the DO to retain in employee file
20					
21					

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RX Inventory Action Plan for Market # 29

Project Name:	RX Inventory Action Plan			
Project Start Date:	Now		Project End Date	On-Going
Beginning Metric:	Actual Days of supply vs Goal from Operating statement		Ending Metric:	At RX Inventory goal from Operating statement.

1. Purpose of Project

To decrease/increase pharmacy inventory and reach the established goal for your store so that sales and profitability are optimized.

2. Stakeholders of Project

x	Pharmacy Manager	x	Pharmacy Supervisor
x	Store Manager	x	District Manager
x	Senior Pharmacy Technician	x	
x	Operations Trainer	x	

3. Project Plan (Summary)

We will be implementing a program in this pharmacy department that will ensure that an optimal inventory in your department. The action plan will be accomplished utilizing the RX Inventory Rescue Plan found on Storenet and other useful RX Inventory management tools. (Storenet> Sims> Inventory Maintenance> Inventory Rescue Plan.

Your plan is broken down into 6 major sub-categories listed below. You will need to follow each of these steps in detail to get your RX department back on track:

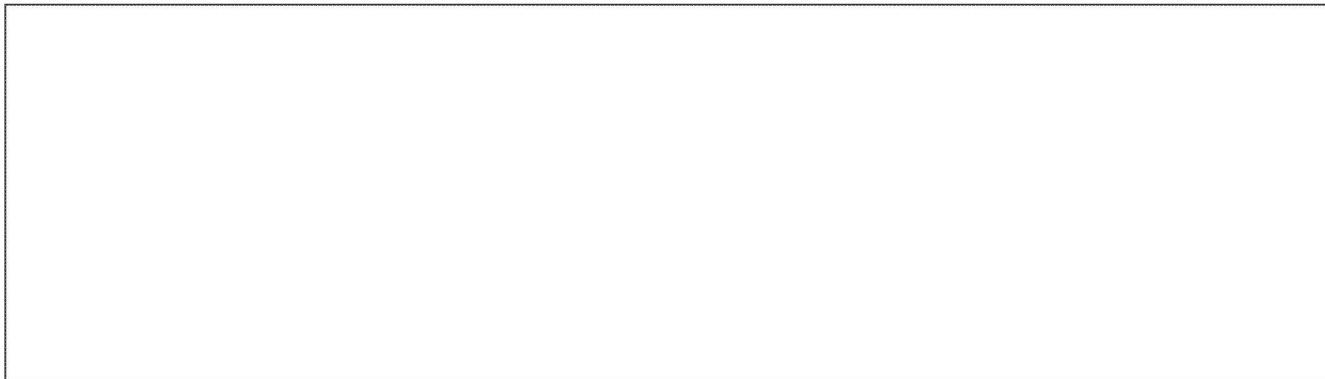**1. Department Reorganization**

2. On Hands

-The SIMS inventory system can only work if your on-hand quantities are accurate.

3. Training

-Ensure all key individuals in your pharmacy have been taught the proper SIMS and Telxon techniques:

4. Excess Inventory Review and Redistribution

5. Department Maintenance

-   Which encompasses tasks that are broken down into , Daily , Weekly , Monthly and Miscellaneous Tasks

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RX Inventory Action Plan for Market # 29

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4. Action Items from plan

#	Strategy	Measure	Assigned to	Status
1	**Complete Department Reorganization**	**RX Department Completely CNO**	**RXM/SPTC/Store Manager**	
	Run"Drug Location Recommendation and reset your dept accordingly	Latest drug location recommend filed in RXS binder Tab 7, printed , dated and signed by RXM	**RXM/SPTC**	
	Ensure that your Drug location parameters are correct	Review Pharmacy management, Drug location: are # of items allocated to Fast Rack, Unit of Use, Automation correct	**RXM/SPTC**	
	Every item must have one home-Fast Rack, Unit of Use, Automation, Liquids, Recon, CII and Alpha: EXCEPTION: OVERSTOCK OF ITEMS ON FAST RACK SHOULD BE KEPT IN ALPHA AND IDENTIFIED BY AN ORANGE MYLAR IN BOTH LOCATIONS	Review drug location in pharmacy management and printed RX label for accuracy	**RXM/SPTC**	
	Maintain a 5 day supply on Fast Rack and keep the remainder/overstock in Alpha identified by using orange mylars in both locations	Review fast rack weekly the day after warehouse is put away to ensure Fast rack fully supplied.	**RXM/Store Manager**	
	Correct all drug locations in Intercom Plus	Review all drug stock in Rx management(drug location) to ensure that the	**RXM/SPTC**	

RX Inventory Action Plan for Market # 29

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		drug location that prints on RX lable is accurate for all items		
	Implement a process to correct drug locations in IC+ when mistakes are identified	SPTC reviews process with entire pharmacy staff	**SPTC**	
	Rework shelves to fit items in a neat orderly way	No unmylared items on the shelf/ no items on floor/ no mystery locations	**RXM/SPTC/Store Manager**	
	Maintain spacing between meds for easy on-hand control. Utilize adjustable shelves	Reorganize dept quarterly and space product evenly throughout the dept to avoid tightly packed areas	**RXM/SPTC**	
	Ensure that your store is following the correct CII strategy	Print CII strategy assigned to you by your RXS. All items on that list assigned to your store must be ordered and have an orange mylar in your CII cabinet (CII Strategy can be found @ Storenet>Sims>CII> CII Strategy	**RXS/RXM/ Store Manager**	
	New Items received to RX dept need to be mylared before being put on the shelf.	RX dept should have a " Need Mylar tote" for new items received.	**RXM**	
2	**Onhands for the follow must be checked**	Every bay graded by RXM and store manager each week	**RXM/SPTC/ Store manager and anyone else assigned an RX Bay.**	
	3 or more items scanned for Sims accuracy	Done each week by each person assigned to a bay	**RXM/ Store Manager**	
	Mylar with no item on the shelf	Done each week by each person assigned to a bay/ mylar should be removed after if no item movement to create more space in dept.	**RXM/SPTC/ Store manager and anyone else assigned an RX Bay.**	
	Items with orange mylars should be checked for onhand accuracy weekly due to have dual drug location.	Done each week by each person assigned to a bay	**RXM/SPTC/ Store manager and anyone else assigned an RX Bay.**	
	Items that are on the " Generic Lost Gross Profit Dollar Report"	Print report every 30 days and ensure all items on report counted for accuracy. (Report available, > KPI> Shrink>RX>Generic Jobber	**RXM/ Store Manager**	

RX Inventory Action Plan for Market # 29

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		Lost GP $>Click $ amount for your store and your list will populate.		
3	**Training= Ensure all Key individuals have been trained and taught Sims and Telxon techniques, including:**	At onset of RX Inventory action plan create a list of all key individuals and ensure that all can perform all SIMS and Telxon techniques within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Inventory adjustment using Telxon and AS/400	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Posting receipts: warehouse, vendor, interstore	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Creating claims: warehouse, vendor, interstore	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Creating mylars	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Delete Aged RX Report	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Warehouse Overstock returns	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Auto-Vendor Return Report	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Bin Reconciliation Report	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	PPL-SIMS: Managing RX Inventory	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
	Understanding Inventory KPI's, such as Excess Inventory, DOS, Vendor Buys	Review procedure or train within 30 days	**RXM/ Store Manager/Operations Trainer**	
4	**Excess Inventory Review and Redistribution**			
	Ensure completion of monthly whse overstock returns (report printson the last Wednesday of	Review Claims the end of each month to ensure claim is posted and items	**RXM/ Store Manager**	

RX Inventory Action Plan for Market # 29

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	every month)	returned to Whse		
	Ensure Auto Cardinal Returns Done weekly	Sims> Claims (orders should not be voided)	**RXM/ Store Manager**	
	Balancing- work with other RXM's, RXS to send overstock to locations in your district that will sell it.	Utilize KPI excess inventory report to indentify excess and ensure claims created regularly where needed.	**RXM/ Store Manager/RXS**	
	Utilize new store incubator- RXS/DM can run a program that will balance merchandise to new stores	Run program prior to new store opening and follow up with stores regarding suggested claim creation.	**RXS/DM**	
5	**Department Maintenance**		**RXM/SPTC/Store Manager**	
	Daily Tasks			
	RX Smart Count completed daily	Review KPI daily and weekly	**RXM/Store Manager**	
	Post all orders, claims, reciepts	Check SIMS daily for proper posting	**RXM/Store Manager**	
	Work the Delete Aged RX report and return product to stock	Daily review of previous days report	**RXM/Store Manager**	
	Review Inv Adjustments from previous day (both manual and adjustments made automatically by OOS and PFL scripts)	Review SIMS>Inventory> Inventory Adjustment	**RXM**	
	Ensure that the PFL completions and OOS items have been filled (after Cardinal has been posted if received from that source)	Review PFL and OOS exception queue daily	**RXM/SPTC/Store Manager**	
	WEEKLY			
	All Bays assigned (with employees picture) and worked weekly	RXM and MGR grade bays weekly	**RXM/Store Manager/ Those assigned to bays**	
	When checking bays, items with 3 or more pieces should have onhands checked.	Check SIMS Item movement report for items in question	**RXM/Store Manager/SPTC**	
	Complete your "Auto Vendor" return (claim generates every Wednesday morning	Check SIMS> Claim> Auto Vendor. Report should not be voided	**RXM/Store Manager**	
	Work the Bin reconciliation report	Completed report should be filed in RXS binder after completion by EXA	**EXA checked by RXM and MGR.**	
	Review the Generic Vendor buy report	KPI> Inventory (RX)> CRW Jobber Buy	**RXM/Store Manager**	

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RX Inventory Action Plan for Market # 29

	Print and Review "Track Changes Made to Order Report" prior to order generation day for WHSE and Cardinal. Check/correct on-hand balances.	SIMS>Order management> Track Order changes> Track Changes Made to Order report	**RXM/Store Manager**	

	Review RX expense items	Sims> Order Management> Review Open Orders> Category (Expense)	**RXM/Store Manager**	
	Put Whse orders away promptly within 2 hours	Order away within given time	**RXM/Store Manager/ SPTC**	
	Create mylars for new items	New items staged in " New Items tote awaiting mylars"	**RXM/SPTC**	
	MONTHLY			
	Ensure Salvage returns (expired drugs) have been returned	Check Sims> Claims (claims to Windsor should exist)	**RXM/SPTC/ MGR**	
	Return "Waste Medications" or patient returns	Salvage claims created for both (Sims> Claims) Waste med procedures (Storenet>Sims>Returns> Collecting and Returning Waste Medications)	**RXM**	
	Ensure the completion of the Overstock Returns (claim generates last Wed of every month)	Check Sims> Claims	**RXM/SPTC/ MGR**	
	Miscellaneous			
	Drug Locations updated quarterly	Latest copy , signed , dated and filed in RXS binder	**RXM/SPTC**	
	Order review on order generation day using exception report only	SIMS> Order review> Exception report high/low qty suggested reviewed. Reviewtrack order changes	**RXM/MGR**	
	Make sure pharmacy counters are clear of stock bottles	CNO appearance always	**RXM/SPTC/ MGR**	
	Prepare Properly for Physical Inventory	Follow Inventory preparation procedures emailed to each store prior to inventory by Regina Jones	**RXM/MGR**	
	Ensure Best Practices for Ordering are followed			

RX Inventory Action Plan for Market # 29

One Day prior to order generation- review tons and nones and use replace balance to correct inaccurate system on-hand qtys	Telxon> Replace balance	**RXM/SPT C/ MGR**	
Review the whse order on the AS/400 and make sure all outs " OOS, PFL and any other needed item" is ordered	Sims> Order management> review open orders. Add item if needed.	**RXM/SPT C**	
On whse delivery day, review the Controlled drug listing and print the pharmacy received case list	Ensure all controls accounted for and proper checkin procdures followed. Report controlled shorts to LP and RXS immediately. Open tickets for non-controlled shorts	**RXM/SPT C/ MGR**	
Prior to posting the whse shiplist, verify any short or damaged pharmacy cases by printing the preliminary copy of the billing adjustments report	Open tickets accordingly to report shorts.	**RXM/SPT C/ MGR**	

RX Inventory Action Plan for Market # 29

Project Name:	RX Inventory Action Plan			
Project Start Date:	Immediately		Project End Date	On-going
Beginning Metric:	2 Month metric Rx Days of Supply vs Goal Difference:		Ending Metric:	RX DOS vs Goal Difference

1. Purpose of Project

To establish a program that reduces and brings your RX pharmacy inventory in line with the goal that has been established for your store so that sales and profitability are optimized.

2. Stakeholders of Project

	Pharmacy Manager		Pharmacy Supervisor
	Store Manager		District Manager
	Senior Pharmacy Technician		
	Operations Trainer		

3. Project Plan (Summary)

We will be implementing a program in this pharmacy department that will ensure that an optimal inventory in your department. The action plan will be accomplished utilizing the RX Inventory Rescue Plan found on Storenet. (Storenet> Sims> Inventory Maintenance> Inventory Rescue Plan.

The plan is broken down into 6 major sub-categories listed below. You will need to follow each of these steps in detail to get your RX department back on track:

1. Department Reorganization

2. On Hands

-The SIMS inventory system can only work if your on-hand quantities are accurate.
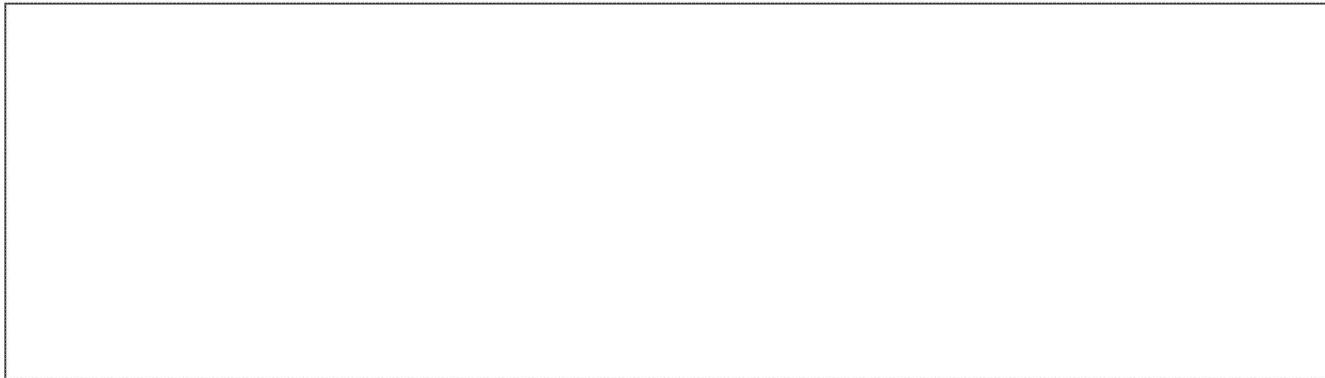
3. Training

-Ensure all key individuals in your pharmacy have been taught the proper SIMS and Telxon techniques:

4. Excess Inventory Review and Redistribution

5. Department Maintenance

- Which encompasses tasks that are broken down into , Daily , Weekly , Monthly and Miscellaneous Tasks

6. Measuring Pharmacy SIMS Success

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RX Inventory Action Plan for Market # 29

4. Action Items from plan				
#	Action	Assigned to	Due Date	Status
1	**Complete Department reorganiztion, including** - Run "Drug Location Recommendation" and reset your department accordingly • Ensure that your Drug Location Parameters are correct • Every item must have only one home- Fast Rack, Unit of Use, Automation, Liquids, Recon, CII and Alpha • Maintain a 5-day supply on the Fast Rack and keep the remainder of product as overstock in the Alpha section. All items kept in two locations should be identified using an orange mylar • Correct all drug locations in Intercom Plus • Implement a process to correct drug locations in IC+ when mistakes are identified • Rework shelves to fit items in a neat and orderly way	RXM / SPTC/Store manager		

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RX Inventory Action Plan for Market # 29

	• Utilize adjustable shelves • Maintain spacing between medications for easier on-hand control • that your store is following the correct CII Strategy • Check your CII cabinet for the appropriate inventory			
2	**Onhands for the following must be checked** ------------------------------- • 3 or more full packages • Mylars, but no item on the shelf • Orange mylars, indicating items are in more than one location • Items that are on the "Generic Lost Gross Profit Dollars" report	RXM/ SPTC		
3	**Training- Ensure all key individuals have been trained and taught Sims and Telxon techniques including:** - Inventory adjustment using Telxon and AS/400 • Posting receipts: warehouse, vendor, interstore • Creating claims: warehouse, vendor, interstore • Creating mylars • Delete Aged RX Report • Warehouse Overstock Returns • Auto-Vendor Return Report • Bin Reconciliation Report • PPL- SIMS: Managing RX	RXM/ Store Manager/ Operations Trainer		

RX Inventory Action Plan for Market # 29

	Inventory • Inventory KPIs ⊛ Excess Inventory, DOS, Vendor Buys			
4	**Excess Inventory Review and Redistribution:** • Ensure completion of monthly warehouse overstock returns (report prints on the last Wednesday of every month) • "Balancing"- work with your Pharmacy Supervisor to send your RX overstock to locations in your district that will sell it ⊛ New store incubator- RXS/DM can run a program that will balance merchandise to new stores	RXM/RXS		
5	**Department Maintenance** **Daily** • Rx Smart Count • Post all orders, claims and receipts • Work the Delete Aged Rx Report and return product to stock • Review Inventory Adjustments from previous day (both manual and adjustments made automatically by OOS and PFL prescriptions) ⊛ Ensure that the PFL completions and OOS items have been filled ⊛ Pharmacy Bay graded once a week by RXM and Store	RXM/ Store Manager/ SPTC		

RX Inventory Action Plan for Market # 29

Manager

Weekly

- Delegate sections in the pharmacy to your staff and check on-hands for products with 3 or more bottles

- Review shelves for mylars with no product the day before order review. Update on-hands.

- Complete your "Auto-Vendor" return (report prints and claim generates every Wednesday morning)

- Work the Bin Reconciliation Report

- Review the Generic Vendor Buy Report

- Print and review "Track Changes Made to Order Report" prior to order generation day for warehouse and Cardinal. Check/correct on-hand balances.

- Review Rx Expense items

- Put warehouse orders away promptly (within 2 hours)

- Create mylars for new items

- Use orange mylars for items in multiple locations

Monthly

- Ensure Salvage Returns (expired drugs) have been returned

- Return "Waste Medications," or "patient returns"

- Complete the Warehouse Overstock Returns (claim generates the last Wednesday of every month)

Miscellaneous

RX Inventory Action Plan for Market # 29

	• Drug Locations (update quarterly) • Order Review (exceptions only) • Make sure pharmacy counters are clear of stock bottles • Prepare Pharmacy for Physical Inventory			
6	***Ensure Best Pracitice for Ordering are followed:*** *One Day Prior to Order Generation* • Review "tons" and "nones" and use "replace balance" to correct inaccurate system on-hand quantities *On Order Generation/Release Day* • Review the warehouse order on the AS/400. Make sure "outs" have been ordered. • Review Order Exceptions *On Warehouse Delivery Day* • Review the Controlled Drugs Listing and print the Pharmacy Received Case Listing • Prior to posting the warehouse ship list, verify any short or damaged pharmacy cases by printing the preliminary copy of the "billing adjustments" report	RXM/ Store Manager		
7	**Pharmacy Measured for SIMS Success** If everything in this plan is followed: • DOS-Should be closer to goal after 3 months • CRW Jobber Buy and Generic Vendor purchases (KPIs) should be reduced after 1	DM and RXS		

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RX Inventory Action Plan for Market # 29

	month • After initial Salvage returns, credit should be near 100% ⊛ There should be a reduction in PFL/OOS		
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Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

Project Name:	**Increase Rx Sales and Prescription Counts**		
Project Start Date:		Project End Date	
Beginning Metric:	6 Month metric:	Ending Metric:	

1. Purpose of Project

Increase Rx Sales and Prescription Counts

2. Stakeholders of Project

	District Manager		**Store Manager**
	Pharmacy Supervisior		**Pharmacy Manager**
	Loss Prevention Supervisor		**Pharmacy Staff**
	Community Leader		**Operations Trainer**

3. Project Plan (Summary)

The following action plan will be put in place to improve pharmacy sales and prescription counts. The action items selected for your store were chosen after reviewing areas in the pharmacy and store that may need improvement and may be contributing to negatively trending prescription sales dollars and sold prescriptions.

The actions listed below were determined through a collaborative agreement with the Pharmacy Manager, Store Manager, Pharmacy Supervisor and District Manager. You will be responsible for pursuing improvements through these actions, as well as updating your plan with details on your progress, including names of people that helped resolve issues, dates of actions, and other steps that were taken to achieve a positive result.

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Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

#	Action	Measures	Assigned to	Due Date	Status
	4. Action Items from plan				
1	**Customer Service** a. Pharmacy Staff Upgrade – Only keep staff who are happy and extroverted in pharmacy b. Make phone calls before deleting scripts c. Utilize patient reports to call on new patients, pediatric patients and transferred Rxs d. Decrease wait times e. Encourage patients to wait for Rxs (increased waiting push button) f. Improve quality (review sig code percent, STARS internal and external events daily)				

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

2	**Services** a. All pharmacists must be immunizers b. Shingles vaccine must be in every store c. Promote small business accounts to jails, Salvation Army, Catholic Charities, group homes, etc. d. Promote pharmacy holiday hours to hospitals, doctors, etc. e. Improve C2 business, Suboxone clinics f. MTM g. Promote Medicare Part B diabetic supplies h. Immunization and HIV Centers of Excellence i. Promote 340B program j. No business turned away: 1-866-WAG-YESS				

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

k. Front end promotion of special events including blood glucose testing, A1C testing, blood pressure checks, and cholesterol testing l. Raise patient awareness of services, including FlavoRx, compounding, immunizations, Autofill, Express Pay, texting, touchtone refills, internet refills, Walgreens.com, etc. m. Encourage pharmacist certification in specialty disease states including HIV, diabetes, etc. n. Prescription Savings Club o. 90 day prescriptions				

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Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

3	**Internal Programs** a. RXM and MGR reviewing financials weekly/monthly b. In-stock condition/SMART Count compliance c. Increased number certified technicians d. Manager in the pharmacy training program e. Improve verified by promised time f. Designated hitter program (cross trained front end employees) g. Sig Code improvement h. Increased generic utilization i. DWB j. Promote receipt surveys for feedback and review responses weekly				

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

k. Create signage to promote Workers Comp, immunizations, insurance accepted, programs, etc. l. Ensure pharmacy is neat, clean and organized and using the Rx Bay Grading Program m. Maintain staff continuity n. Encourage collection of email addresses o. Fill and sell p. Decrease chargebacks by not selling timed out Rxs that have not been verified by insurance company q. Work all exception queues all day r. Third Party sales – fill out form for plans not accepted				

Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

4	**External Programs** a. Wellness bus b. Pharmacist involved in community events, brown bags, food drives, charitable events, etc. c. Workers Comp detailing d. Doctor detailing e. Compounding detailing f. Immunization detailing g. Nebulizer detailing h. Acquisitions and Buyouts – send letters and visit quarterly				
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Increase Rx Sales and Prescription Counts
Action Plan for Market # 29

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